Informatics
Monthly Operating Letter
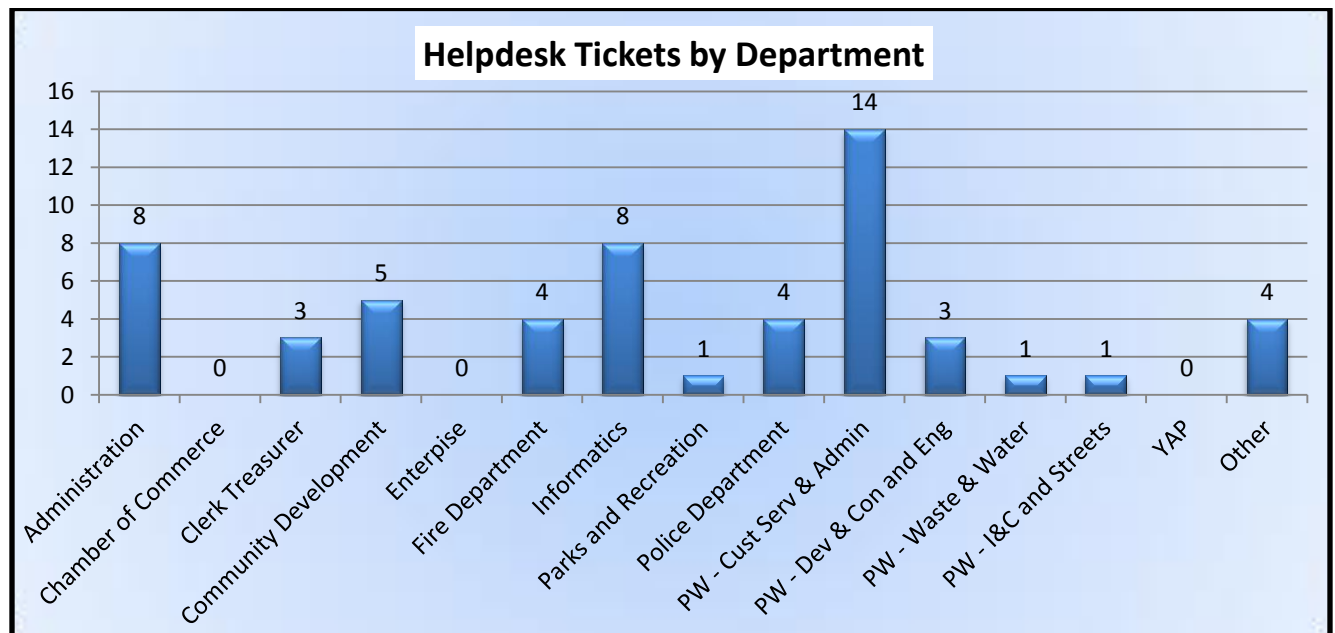
City of Westfield

April
2012

HIGHLIGHTS:

- Distribution of monthly Informatics Bulletin

- Completed install of internal and external Wifi network

- Began process of finding new email firewall and spam filter

- Collaborating with vendor Apparatus to enable more SharePoint tools
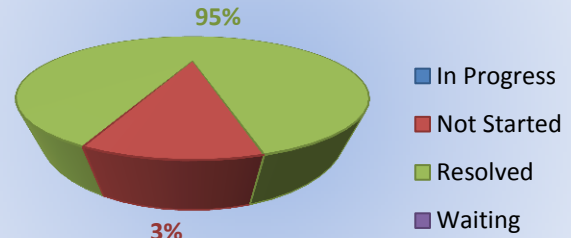
Technical Services

Helpdesk

- o End of the month Helpdesk:
  - Ticket Carryover: 7 of 9 work orders Resolved
  - 57 tickets created in April
  - Resolved: 52
  - In Progress: 0
  - Not Started: 5
  - Waiting on Manufacturer/Supplier/Requestor: 0
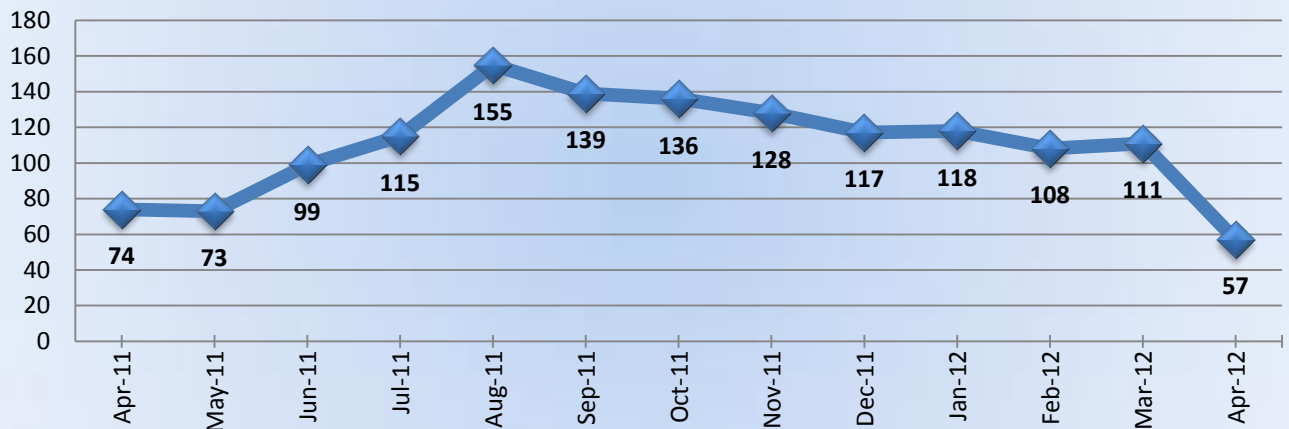 - Invalid/Duplicate: 0

Helpdesk Tickets by Department

Department	Tickets
Administration	8
Chamber of Commerce	0
Clerk Treasurer	3
Community Development	5
Enterpise	0
Fire Department	4
Informatics	8
Parks and Recreation	1
Police Department	4
PW - Cust Serv & Admin	14
PW - Dev & Con and Eng	3
PW - Waste & Water	1
PW - I&C and Streets	1
YAP	0
Other	4

Top Helpdesk Users

1. Leane Kmetz
2. Neil VanTrees
3. Peg Richardson
4. Adam Green
5. Anne Cotham
6. Derek Todd
7. Kurt Wanninger
8. Tammy Havard
9. Adam Klingensmith
10. Andrew Murry

Feb Helpdesk Status

95%

3%

- In Progress
- Not Started
- Resolved
- Waiting

Open Ticket Totals Over a Year

Month	Value
Apr-11	74
May-11	73
Jun-11	99
Jul-11	115
Aug-11	155
Sep-11	139
Oct-11	136
Nov-11	128
Dec-11	117
Jan-12	118
Feb-12	108
Mar-12	111
Apr-12	57

Hours on HelpDesk Tickets

Name	Hours
Adam Green	11.25
Leane Kmetz	10.00
Samuel Rivard	6.50
Brent Harding	1.00
Tim O'Leary	2.17
Christopher Larsen	1.58
Derrick Cash	0.50
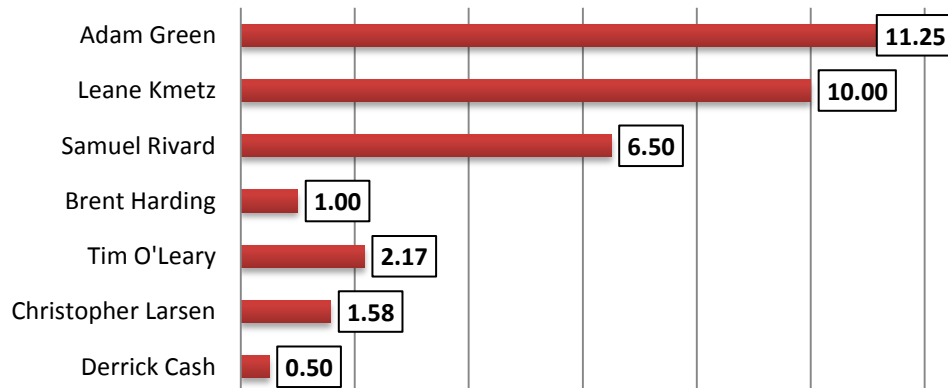
Field and GIS Services

- ## Field Services
  - o Tim located 891 tickets and processed 385 GPS Points

Locate Tickets Completed by Month - 2012

A line chart titled "Locate Tickets Completed by Month - 2012" with Y-axis labeled "Number of Tickets" (0 to 1000) and X-axis labeled "Month" (January through December). Data points: January 421, February 261, March 661, April 891.
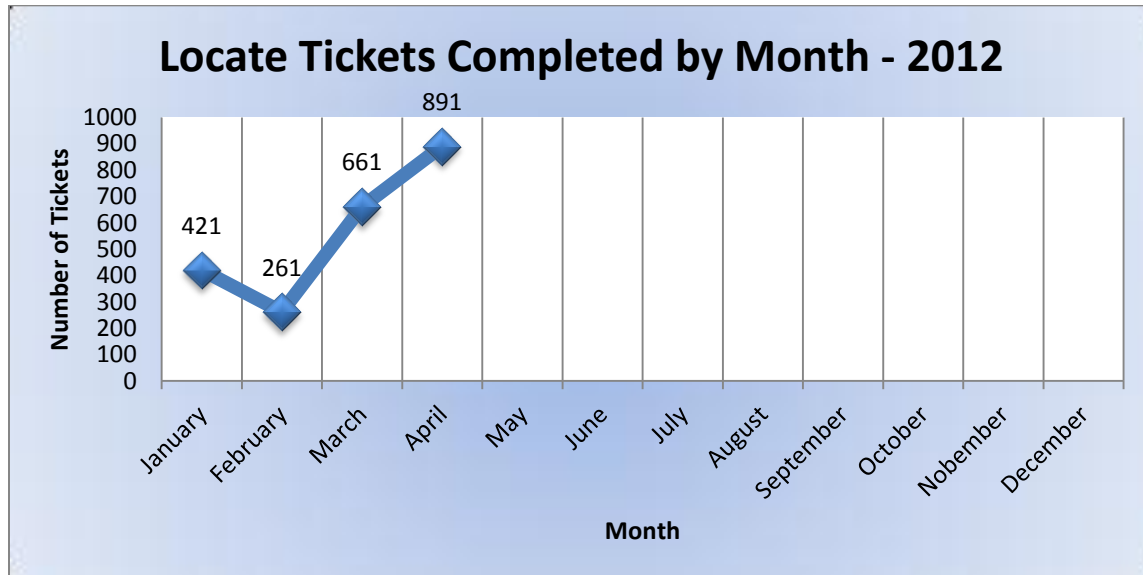
Highlights

- Added the 1994 ortho photos
- Added the 2012 orthos were flown by Woolpert
- Invited to present "Putting back the Trees Grant – using GIS to manage tree inventory" at the ESRI GIS International User Conference in July.

Internal Flex Map Updates

New features:

- The map will remember where you were and what layers you have turned on if you close and reopen the browser
- Reset Extents and Layer Settings
- Export Map to jpg
- Dynamic Legend
- Bonus with swipe and Startup Metrics
- User Preferences

New layers:

- Layers are now grouped by department
- Risk Assessment
- Internal Layers – Water towers, Flood Zones, Well Head Protection, School Zones, Bridges, MIP
- Weather Warnings

- State Road Construction Warnings
- Current Satellite imagery

Volunteerism: **6** hours of volunteer work completed.

- Leane spent 2 hours with Cassandra has a YAP mentor
- Christopher directed a charity event for 4 hours at StarDust Bowl for Creating Mobility

Training: 30 hours of training completed.

- Leane attended CMN6010 Foundations of Organizational Communications
- Leane also was taking 6340 GIS Customization classes
- Tim attended classes at the Polis Center for two days